

CHAPTER II

ESTABLISHMENT BACKGROUND

2.1 History of Movenpick

The first Mövenpick restaurant opens in Zurich, Switzerland, in 1948. Movenpick had been looking for a name for his new idea for a restaurant: a "dining bar" where people could unwind and enjoy fine meals at reasonable costs. A gull, or Möwe in German, swooped down to expertly pick up food mid-flight while he pondered the options. The first informal dining establishment in Europe, known as "Mövenpick" (Möwe pick), was created when that one exquisite movement perfectly captured idea. In July 1948, Movenpick first eatery, Claridenhof, debuted in Zurich. It served straightforward fare that patrons could choose à la carte, providing a welcome change from fixed menus.

It was the first of many innovations from Mövenpick and was regarded as unusual for Swiss restaurants. Twenty-five years later, in 1973, Prager opened the company's first two hotels, one at the airport and the other in Regensdorf, both in Zurich, taking advantage of Mövenpick's reputation for high-quality food, affordability, staff training standards, and innovation. Airport hotels were seen to be superfluous at the time. The Movenpick Resort & Spa Jimbaran Bali is a well-known hotel in the Jimbaran district of Bali, Indonesia. This resort, known for its opulent rooms and superb service, has a long history that is entwined with Bali's emergence as a popular tourist destination. The resort launched in 2013, adding to Bali's growing collection of luxury hotels.

Movenpick Hotels & Resorts, a Swiss hotel management business, is known for its emphasis on elegance and excellence, and the Jimbaran property was created to provide an upscale experience in a stunning environment. Since its inception, the Movenpick Resort & Spa Jimbaran Bali has established a

reputation for quality, receiving numerous honours and distinctions from the hospitality industry.

The resort is a popular choice for guests looking for a mix of luxury, tranquilly, and cultural activities in Bali.

2.2 Vision Mission and Company Objectives

2.2.1 Vision of Movenpick Resort and Spa Jimbaran Bali

Sustainable Growth: Movenpick is committed to sustainable growth, expanding their footprint while maintaining a focus on environmental stewardship and responsible tourism practices.

Employee Engagement: Movenpick emphasize creating a positive work environment where employees are motivated and empowered to deliver outstanding service, fostering a culture of excellence and teamwork.

Innovation and Excellence: Movenpick aims to keep innovating and surpassing standards in service quality, gastronomic excellence, sustainable practices, and culinary creativity.

2.2.2 Mission of Movenpick Resort and Spa Jimbaran Bali

Quality and Excellence: Movenpick aims to provide excellent experiences and service, guaranteeing uniformity among all of its hotels across the globe.

Sustainability: Movenpick often prioritize sustainable practices, aiming to minimize their environmental impact and contribute positively to the communities in which they operate.

Guest Satisfaction: Mövenpick strives to exceed guest expectations, offering personalized service and ensuring a memorable stay for every guest.

2.2.3 Company Objectives

Employee Development: To invest in workforce by providing training and development opportunities, fostering a positive work culture, and ensuring employee engagement and satisfaction.

Culinary Excellence: To build on both its image for culinary excellence by offering new menus, highlighting local flavours, and ensuring high-quality dining experiences across all properties.

Enhancing Guest Experience: To always improve client satisfaction by providing great service, maintaining high levels of cleanliness and comfort, and personalising guest encounters.

2.3 Organizational Structure and Main Task

When the COVID pandemic struck, numerous employees were sent home off because the hotel's turnover dropped and it was unable to operate fully. However, the hotel can now operate fully, allowing employees to resume their routine workday.

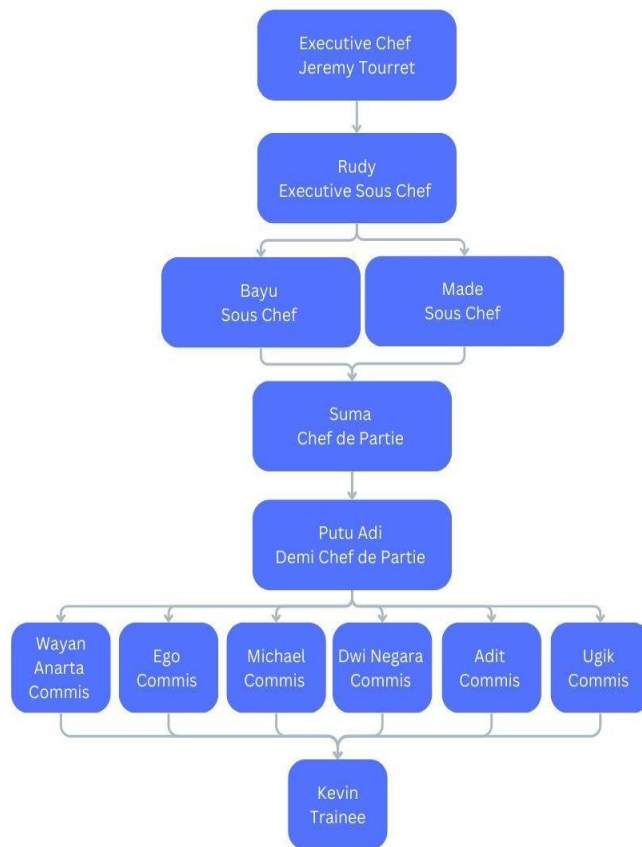


Figure 2. 1 Kitchen Brigade

Job Description

1. Executive Chef
 - Developing new menu
 - Responsible to supervise all the kitchen staff
 - Hire and Train staff to cook the dishes
 - Think of ways to improve kitchen efficiency
2. Sous Chef
 - Controlling the product process
 - Training of commis and kitchen helper

- Ensuring rotation, setting schedules for helper, commis, and training.
3. Chef de Partie
 - Responsible of the work station
 - Make a shopping list
 - Manage the breakfast menu
 4. Demi Chef de Partie
 - Cutting and preparing food ingredients
 - Assembling and plating
 - Arrange a la carte and check stock
 5. Commis
 - Responsible for cleaning equipment and tools that used in the kitchen
 - Make an order for a la carte
 - Create freeze-able products for stocking
 6. Trainee
 - Do all preparation and checking stock
 - Responsible for helping each cook helper and commis according to the section schedule that has been shared
 - Do plating and garnish

2.4 Establishment Description

In Movenpick there are more than 500 rooms including classic, garden view, classic pool view, junior suite, premium suite, pool suite, and family prestige room. Movenpick also has 4 food and beverage outlets namely Movenpick Cafe, Jejala, Anarasa, Lobby Lounge Katha.

- Movenpick Cafe

At Mövenpick Café specialize in cakes and pastries, ice cream, and coffee. Mövenpick Café is the perfect place to enjoy a coffee or

tea. Open from 8am to 10pm, sit back and enjoy artisanal Swiss ice cream available in 12 different flavours.

- **Jejala Pool Bar**

Jejala is open at 11 am to 7 pm, Jejala is resort pool bar at Mövenpick Resort Jimbaran Bali. A 45-meter lap pool, Jacuzzi, swimming pool, artificial beach, children's playground and slides are just some of the features. Exciting activities are offered for leisure seekers, families and couples. A variety of seating from sun loungers to salas on the pavilion, ensuring a perfect day for everyone. Relax at our sunken bar and try one of our fruit-flavored frozen margaritas or fresh coconut.

- **Anarasa**

Anarasa is open at 7 am to 11 pm. urban-style restaurant for breakfast, lunch, or dinner. Anarasa faces the tropical garden and offers a wide array of Asian delicacies, artisanal Balinese specialities and international favourites. Our chefs will guide you along various live stations, or alternatively, the à la carte menu provides plenty of choices. With breakfast buffets, set menus for lunch and themed night buffets.

- **Lobby Lounge Katha**

Lobby Lounge Katha is open at 12 pm - 12 am. Katha – Sanskrit for storytelling lobby lounge also serves premium teas, artisanal cocktails, and delicious pastries.

2.5 Hygiene and Sanitation

Ensuring hygiene and sanitation is critical for Movenpick Resort and Spa to maintain high levels of cleanliness and visitor safety. Enforcing strict cleaning practices in guest rooms, public areas, dining establishments, and leisure places. This involves regular disinfection of high-touch areas and

comprehensive cleaning procedures. Staff members receive complete hygiene training, which includes good hand hygiene, cleaning techniques, and the use of personal protection equipment (PPE) when needed.

2.5.1 Standard Procedure of Personal Hygiene

At Movenpick personal hygiene is very important because it minimizes minor accidents that cause consumer complaints. Therefore, staff and trainees must follow existing standards; such as no beards, hair must be short and neat, nails must be short. Before working, staffs should pay attention to the things mentioned above. After work, it is better to return the kitchen clothes that we borrowed to the laundry and not take it home.

2.5.2 Kitchen Hygiene and Sanitation

In Movenpick deep cleaning is usually done once a month, by dismantling every undercounter and washing it, cleaning the shelves in the walking chiller. Every time after using the station clean it with soap. Every month there is definitely pest control to minimize pest.

2.5.3 Handling and Receiving Ingredients

When the goods first arrive, the goods will be weighed and recorded. After that, the goods will be taken by each staff of each department. For raw meat, it will be trimmed and re-weighed by the butcher. At Movenpick, when handling different ingredients such as meat, vegetables, fruits, etc. different cutting boards are used to minimize cross contamination. When handling food, make sure to wash hands first to avoid contamination from the ingredients that have previously handled. When there is leftover food from failed meals, wrong orders, trimming of ingredients, make sure to weigh it first and record to reduce miscalculations that increase food costs. There is different color for cutting board red is for meat, green for veggies, white for fish.